

DoD NAF Uniform Health Plan Benefits Information

Issue 7 11/01/02

Morpace NAF HBP Survey Results

Morpace is a market research company who measures the NAF employees overall satisfaction with the NAF Health Benefit Plan (HBP). Morpace sends randomly selected employees a survey through the mail. Of those employees who responded to the survey, 8 out of 10 employees rated their satisfaction with their Aetna Indemnity, PPO, and POS plans either "excellent", "very good", or "good". Eighty-three percent of the employees who responded to the survey rated their satisfaction with their dental plan as either "excellent", "very good", or "good". Morpace's results indicate that a significant portion of the NAF employees have a positive attitude toward their health plan.

One of the sections in the survey allow employees to write additional comments not covered in the survey. Some of the comments were questions for the NAF Human Resource professional or Aetna Customer Service however, due to the confidential nature of the survey, Morpace



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does not include names etc. with the results. Therefore, if you still have an outstanding issue or question please contact your local HRO or Aetna Customer Service, 800-367-6276, for assistance.



2003 Formulary Guide Changes

The 2003 Aetna Formulary Guide is now posted on Aetna's Internet site <http://www.aetna.com/formulary>.

Key Reminders:

1. 2003 Formulary Guides are not being mass-mailed. Instead, Summary of Change letters were mailed which encouraged members to visit Aetna Navigator website, <http://aetna.com/formulary>, for formulary information in lieu of getting a printed Formulary Guide.
2. Members who want to receive a 2003 Formulary Guide should mail the business reply card that was included with the mailing.
3. Copies of the 2003 Formulary Guide were mailed to members who requested them on November 1.
4. New members enrolled as of

January 1, 2003 or members switching health plans will receive a printed copy automatically.

Every year prescription drugs are added to Aetna's formulary as well as removed according to FDA guidelines. Under the NAF HBP's 3 tier formulary plan, you may choose prescriptions on the Aetna formulary such as generic drugs for the lowest co-pay (\$10) or use the prescriptions not on their formulary at the highest co-pay (\$30). The 3 tier formulary is flexible in allowing consumer choice on prescriptions drugs.

Health Benefits for Dependents age 19-25

The NAF HBP covers unmarried children under the age of 25 under the following conditions: the child is a full-time student (minimum of 12 semester hours), are not working on a regular full-time basis, or fully handicapped and is dependent on you for support.

Aetna needs a copy of the child's registrar receipt and course schedule once a year (or upon their request) for validation of their full-time student status. You may mail this information to: Aetna U.S. Healthcare
P.O. Box #14586
Lexington, KY 40512-4586